

Indiana Utility Regulatory Commission

2022 Winter Reliability Forum



November 17, 2022



aes Indiana

aes Indiana Team



Aaron Cooper
Chief Commercial Officer



John Bigalbal
Chief Operating Officer



Mike Holtsclaw
Director, Transmission
Operations



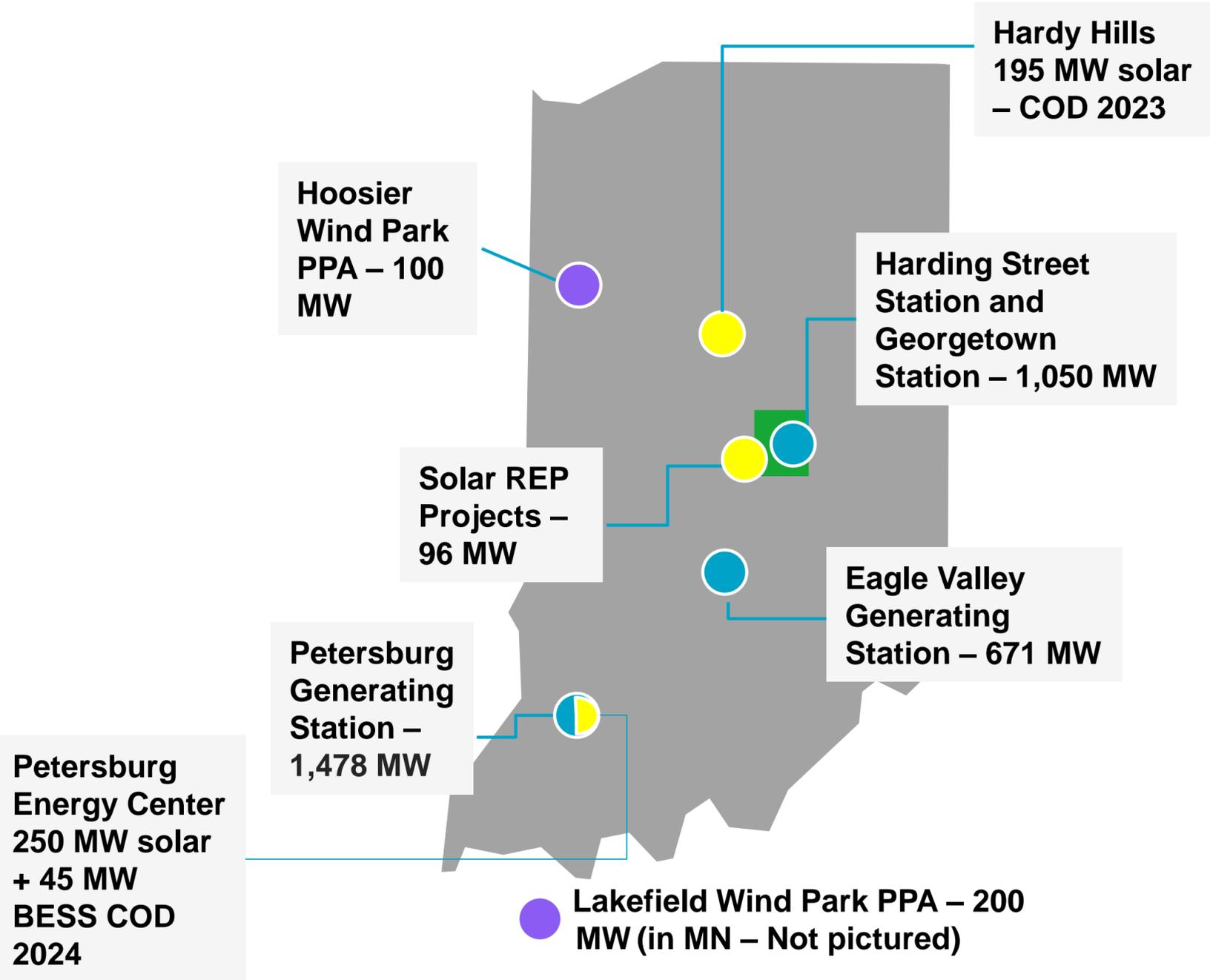
Tanya Searcy
Senior Director, Public
Relations



Kristina Lund
President and CEO
(Participating Virtually)

aes Indiana

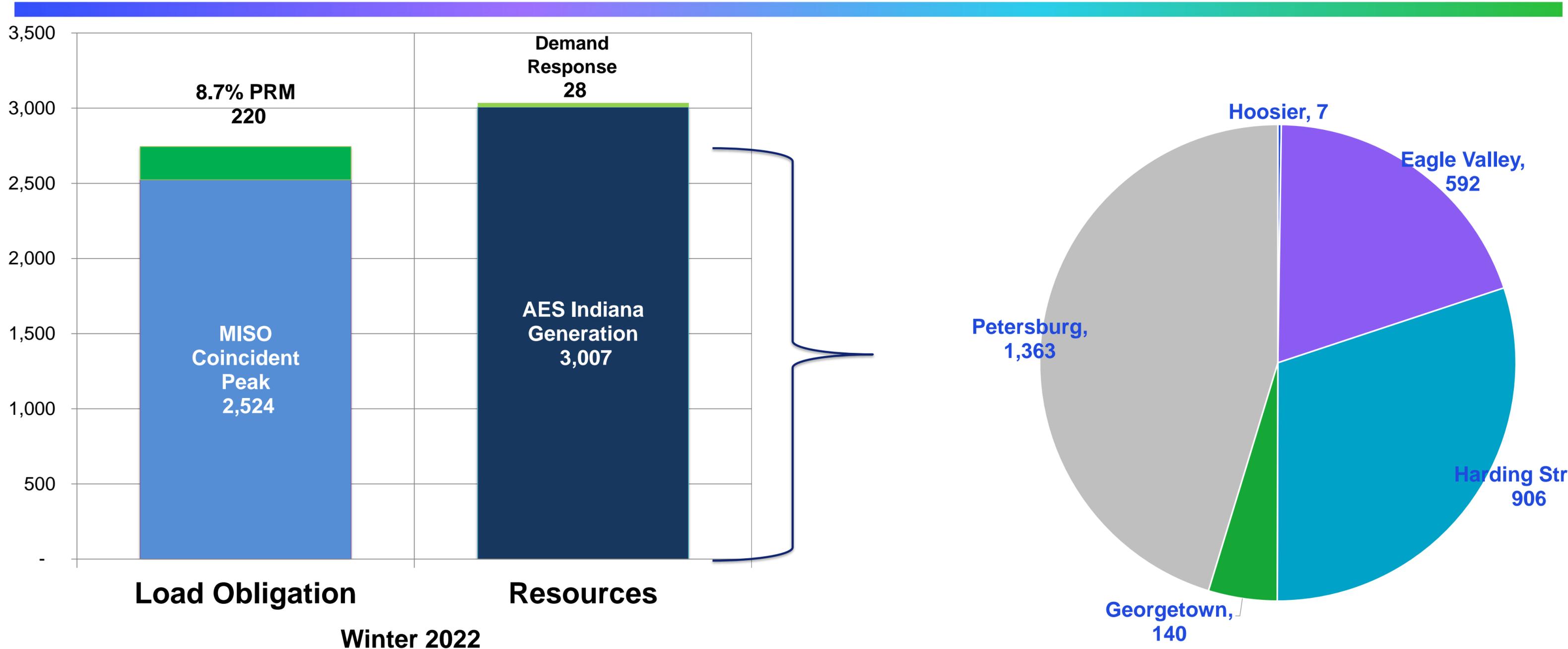
- 528 square miles
- 8 counties in Indiana
- 512,000 regulated customers
 - 451,735 Residential
 - 55,239 Commercial
 - 4,567 Industrial



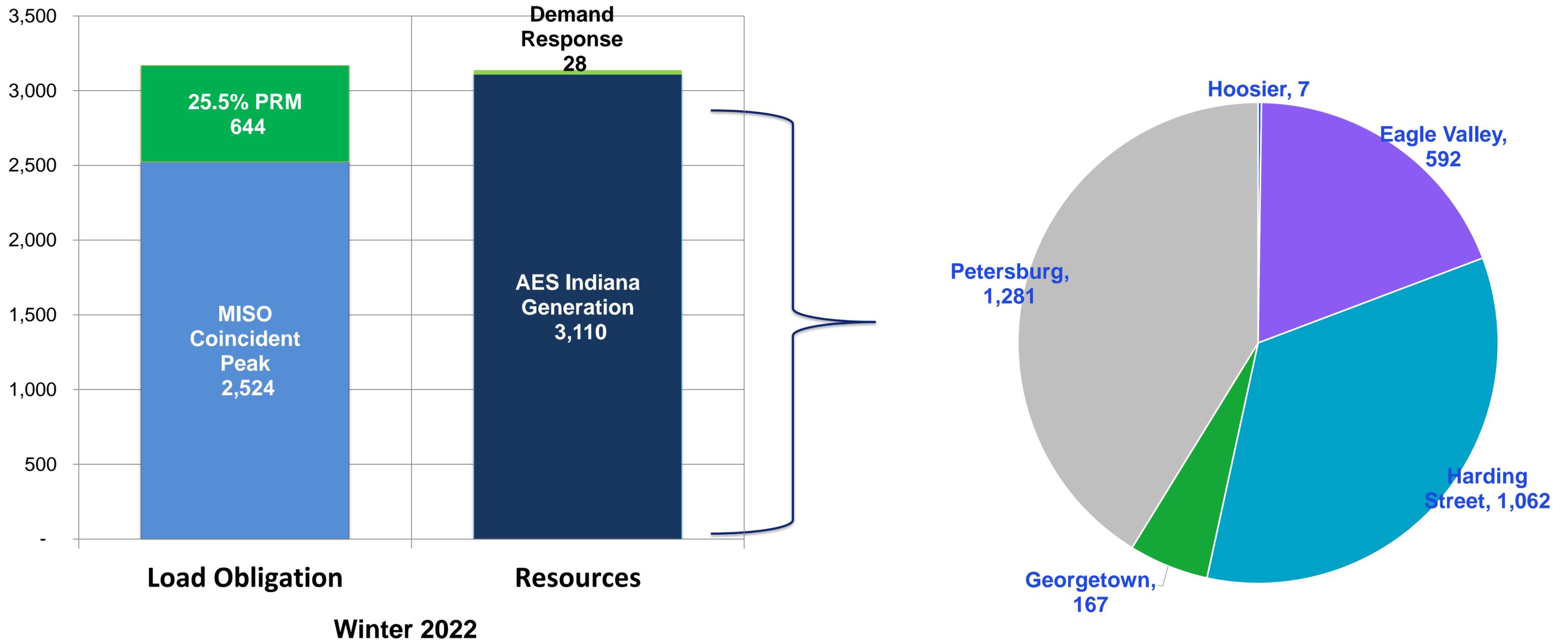
- Solar Resource
- Thermal Resource
- Wind Resource

BESS: Battery Energy Storage System
 COD: Commercial Operation Date
 PPA: Purchased Power Agreement

Current winter capacity margin



Illustrative winter capacity reserve margin



Generation: Ready for winter

- Winter safety topics during safety meetings/moments
- Design accounts for Indiana winters
- Fall outages complete or will be soon
- Winter preventative maintenance will be completed by December
- Winter cooling tower operation is in effect
- Eagle Valley cooling tower operation is automated
- Harding Street
 - 1M gallons of fuel oil on hand (4 days)
 - GT 4 & 5 tested bi-monthly on oil
 - GT 1 & 2 tested monthly on oil



Well Pump Heat Trace



Cooling Tower



Auxiliary Boiler

Generation: Proactive management of extreme weather

2-1 Months Out

- Daily coordination with Commercial
- Review fuel delivery and inventory plans with suppliers
- Snow and ice removal contracts in place
- Test and repair freeze protection equipment, if needed
- Inspect and repair enclosures subject to winter conditions
- Place mobile heaters where needed

1 Week Out

- Staffing requirements for the impending winter weather event
- Test winter operations mode

2 Days Out

- Test run gas turbines 4 and 5 at Harding Street on oil
- Implement cold weather operator rounds
- Check facility is in winter operations mode
- Ensure fuel storage for heaters has been topped off

1 Day Out

- Schedule additional staffing around the clock for emergency response in extreme cold events
- Run coal conveyors continuously
- Run all pumps continuously that are vulnerable to extreme cold weather conditions

T&D Operations: Proactive management of extreme weather

7+ Days Out

- Monitor Weather at least 7 days out, using the National Weather Service and private weather services

7-3 Days Out

- Internal discussions taking place daily on operations & staffing
- Transmission Operations begin looking at maintenance outages that can be recalled, return lines & equipment to service to the extent possible
- Supply Chain begins checking critical materials levels for common storm restoration material

2 Days Out

- Activate Storm Team
- Begin daily storm status calls

1 Day Out

- Transmission Operations would declare Conservative Operations (depending on the areas affected, MISO may also declare Conservative Operations for portions of the MISO footprint)
- Schedule additional staffing around the clock for outage response, in extreme cold events, single man crews are doubled up
- Schedule around the clock substation maintenance crews to respond to equipment issues
- Activate and man Emergency Operations Center if conditions warrant

Our hedging policies reduce price risk for customers, especially important during periods of volatile fuel prices

Key drivers of volatile fuel prices

- High global demand for coal and natural gas
- Low coal inventories and tight logistics

Hedge program for coal units and baseload natural gas addresses price and supply reliability

- Coal
 - Fixed price contracts for delivery entered-into over time
- Natural Gas
 - Fixed price natural gas for Eagle Valley CCGT on Rockies Express (“REX”) and Texas Gas Transmission (“TGT”)

We are prudently managing our fuel supply in current market conditions



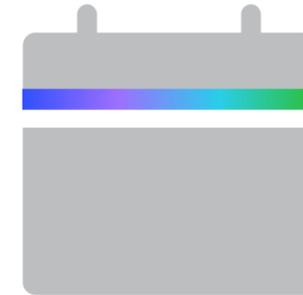
→ Onsite Inventories

- Maintain onsite coal inventories to address potential supply disruptions – increase in winter
- High coal inventory in preparation for winter reliability (>50 Days)
- Increase fuel oil onsite in winter for Harding Street dual fuel units
- Contracted with Citizens Gas for on-system natural gas storage



→ Natural Gas Transportation

- Firm transportation on TGT, PEPL, Trunkline, and REX pipeline
- PEPL provides reliability to Georgetown units as well as Harding Street boilers.
- REX provides reliability for Harding Street and Eagle Valley
- REX pipeline purchases include firm transportation
 - Increases firm capacity overall



→ Communication with Supply and Logistics

- Be prepared – get ready for the season internal and external
- 20-day look forward – monitor weather and plan for potential events
- During an event – hyper-communicate to recognize and address issues in addition to normal daily calls

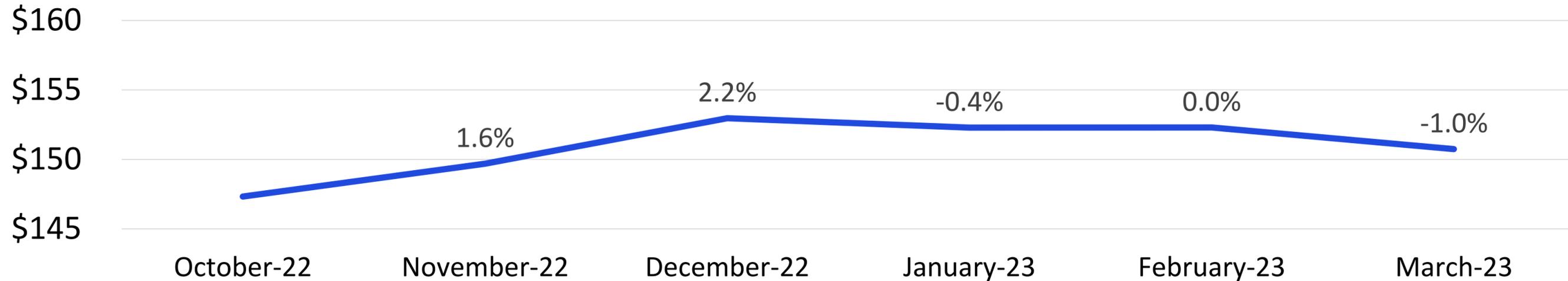


→ MISO

- Follow MISO protocol
- Generation operators in continuous contact with MISO
- Monitor Multiday Operating Margin Forecast Report to anticipate critical days

Winter 2022-2023 customer bill trends

Forecast of Total Monthly Residential Bills for 1,000 kWh of Usage



*AES Indiana's forecast includes Commission-approved rates through November 2022. AES Indiana's forecast for December 2022 through February 2023 includes rates that are currently pending Commission approval. AES Indiana's forecast for March 2023 includes current estimates of AES Indiana's ECR 36 and FAC 138 tracker rates.

AES Indiana's rate mitigation efforts

- Spread past FAC reconciliation variances over multiple FAC periods in order to lower proposed FAC factors.
- Consider updating factors throughout the FAC regulatory process for fuel and purchased power cost market fluctuations.

Providing support for customers this winter

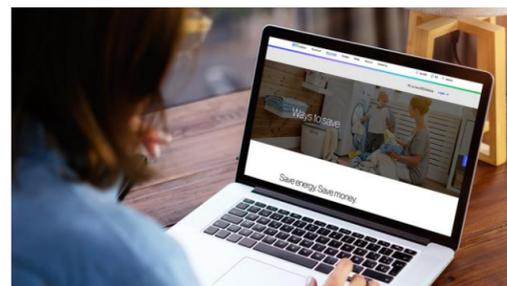
Power of Change

AES Indiana has partnered with Dollar Energy Fund to help income-qualified customers with a one-time grant to assist with electric bill payments when financial challenges occur. The goal is to offer our customers assistance during a time of need.



Payment Assistance

- Energy Assistance Program
- Winter Assistance Fund
- Power of Change
- Budget Billing
- Payment Extensions
- Custom Bill Due Date



Energy Efficiency

AES Indiana is running a new energy efficiency campaign this winter to increase awareness of tips, resources, and programs our customers can utilize to improve how they manage and use energy at home and work. This campaign includes television and radio spots as well as social media.



Providing support for customers this winter

NEW in 2022

Utilities partner in customer campaign to raise awareness

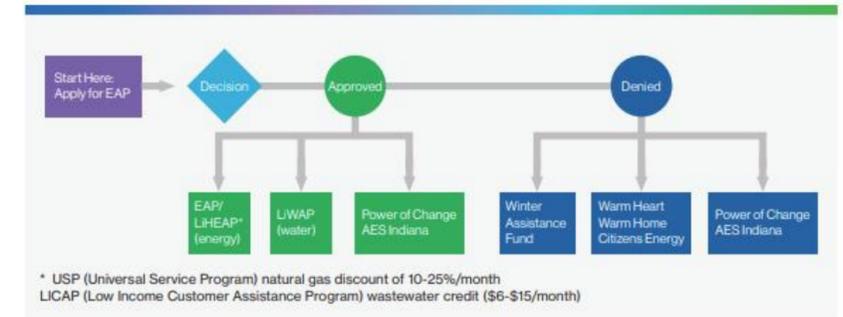
AES Indiana and Citizens Energy Group are joining efforts to aggressively and strategically promote assistance programs (LIHEAP, Winter Assistance Fund, etc.) In partnership, the two utilities are launching the “Utilities Unite for Customers” campaign to communicate application parameters and details on how to apply to various assistance programs offered in our community.



Where to start with energy assistance and how do I apply?



As colder weather approaches this season, don't get caught off guard with a high electric bill. AES Indiana and Citizens Energy Group understand that high bills can be a financial challenge for our customers. Should you need assistance during this upcoming heating season, we have programs available for energy assistance to help support you and your family.



Energy Assistance Program (EAP):

This is a federally funded, one-time benefit program with eligibility requirements. Applications are available at www.eap.ihcda.in.gov.

If approved, you can also apply for AES Indiana's Power of Change by going to aesindiana.com/power-change. Additionally, customers who qualify for EAP will automatically receive a discount from Citizens Energy Group on their gas bill ranging from 10-25 percent. EAP-eligible customers can also qualify for the utility's Low-Income Customer Assistance Program (LICAP) that helps lower wastewater bills ranging from \$6-\$15 a month.

If denied, you can apply for the Winter Assistance Fund (WAF) by going to uwci.org/waf and apply for AES Indiana's Power of Change. You may also be eligible for Citizen Energy Group Warm Heart Warm Home (WHWH) financial assistance to customers having difficulty paying their utility bills. Please visit <http://www.citizensenergygroup.com/Help> or call Citizens at 317-924-3311 to learn more.

Proof of application submission or approval letter must be submitted to AES Indiana by emailing aesindianaep@aes.com or your account will not be held from disconnection during the moratorium period, December 1, 2022 - March 15, 2023.

To apply online visit <https://indyep.org>

Winter Assistance Fund (WAF)

WAF is targeted to Indianapolis residents who struggle with increased utility costs but don't qualify for EAP.

Regardless of WAF approval or denial, you can still apply for AES Indiana's Power of Change.

If denied for WAF, you can apply for AES Indiana's Power of Change and establish payment arrangements by calling 317-261-8222.

Household Size	Last 3 Months Household Income Must NOT EXCEED
1	\$6,954
2	\$9,096
3	\$11,238
4	\$13,377
5	\$15,519
6	\$17,658
7	\$18,060
8	\$18,462



Thank You